

Public Safety Communications Monthly Activity 2016		April
Telephone		Totals
	Total 9-1-1 Line Calls	11,742
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:39
	Total Call Duration Month	
	Total Seven Digit Line Calls	31,464
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:10
	Total Call Duration Month	
	Total Outgoing Calls	8,907
	Average Duration Time Per Call	0:01:02
	Total Call Duration Month	
Calls for Service		
	Total Dispatched EMS Calls for Service	2,517
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,287
	Average Priority 1 received to dispatch time	0:00:48
	Total Dispatched Law Enforcement Calls for Service	4,299
	*Average Priority 1 received to dispatch time	0:01:36
	Law Enforcement average is difficult to validate due to factors such as call stacking, nature of call versus call response. This time is an automated generated average from monthly reports and not a true indication of individual calls for service	
Addressing		
	New Residential & Edits Processed	154
	Average Days Processed Time	1
	Commercial & Subdivision Processed	15
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	106.9
	Transmitted	54.4
	Received	52.5
	Total Fire Radio Hours	34
	Transmitted	11.5
	Received	22.4
	Total Law Enforcement Radio Hours	231.3
	Transmitted	95.4
	Received	135.9
	Total Radio System Push to Talks	620,235
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7
	Night Shift	6.8
Training		
	Total of training hours department wide	479
	Total of training hours telecommunications	382
	Average training hours per communicator	11.9
Public Outreach		
	Public Outreach Education	363